

Being There When You Need Us



**WM is pleased to be the environmental solutions provider for the City of Sebastian.
Universal Curbside Collection Service Begins July 1, 2023.**

When will I receive my new 96-gallon cart?

WM will begin delivering new 96-gallon carts to each residence between June 12 and June 30.

If you are a current subscription customer, you **MUST** place your current garbage cart curbside on **ALL** regularly scheduled garbage collection days (empty or full) until the exchange of carts has been completed. You may receive your new cart before your old cart is removed. You may begin using your new garbage cart immediately.

Residents who do not currently receive curbside collection service will also receive a new 96-gallon garbage cart, which will be delivered at the end of your driveway. You may begin using your garbage cart when **universal service begins on July 1.**

Can I keep my current cart and continue using it?

As of July 1, 2023 **only new carts will be serviced.** The new cart will look different than your current cart. An old cart placed curbside after July 1 will be emptied and removed. If you would like a second cart, please contact WM at (772) 569-1776. There will be a one-time charge of \$87.55 for a second cart. A monthly charge for a second cart will not apply.

Why am I receiving a bill for July, August, September collection service in May?

Since this is a new service for some residents, WM is sending the **first quarterly bill** early to allow time to pay. The bill is for service rendered July 1 – September 30.

I am not a current customer, why am I receiving a bill?

The City of Sebastian City Council voted to transition to universal curbside collection service beginning July 1, 2023. This collection service will be **required for all** City of Sebastian residences.

The service will include one-time per week garbage and yard waste collection service, as well as on-call bulk waste collection. The monthly rate is \$19.45, and the bill is for service rendered July 1 – September 30. There will be a 3% franchise fee added to the monthly rate, making the total monthly rate \$20.03. WM will continue to invoice residents quarterly through September 2024. The City of Sebastian will assume responsibility for invoicing beginning October 1, 2024.

I received a new cart but am not being serviced.

Only current subscription customers will be serviced with the new 96-gallon cart during delivery (June 12 – June 30). All other customers will begin receiving weekly collection service on July 1.

I need more information about this new collection service.

Universal service will not go into effect until July 1, 2023. Each residence will receive a 96-gallon cart, which will include an informational brochure explaining collection service in more detail.

I do not want a 96-gallon cart, it's too big.

Please use the standard 96-gallon cart for three months. If you are not completely satisfied with the size, you may **contact WM beginning October 1, 2023**, and request an exchange for a 64-gallon or 35-gallon cart.

What is my new service day?

Service days will change July 1. The brochure attached to your cart will include a **map identifying your new service day.** The map will be uploaded to the City website the last week of June.

I still have not received my new 96-gallon cart, but my neighbor did.

Delivery is taking place between June 12 and June 30. If you have not received your new cart by June 30, please contact WM. Please continue to use your old cart until you receive the new one.

I was out of town on all my service days, so I never placed my old cart curbside for it to be removed.

After July 1, please contact WM to schedule removal of your old cart.

QUESTIONS?

Contact the WM Customer Experience Team at **(772) 569-1776.**